



Getting Started

This chapter provides information about how to get started to use Cisco IP Solution Center (ISC) and gives a structural overview of this manual. The information is in the following categories:

- [System Recommendations, page 1-1](#)
- [Introduction, page 1-1](#)
- [Structural Overview, page 1-2](#)
- [Service Inventory, page 1-11](#)
- [Service Design, page 1-13](#)
- [Monitoring, page 1-15](#)
- [Administration, page 1-16](#)

System Recommendations

The system recommendations and requirements are listed in Chapter 1, “System Recommendations” of [Cisco IP Solution Center Installation Guide, 4.0](#). The recommendation is to thoroughly review this list before even planning your installation, to be sure that you have all the hardware and software you must successfully install.



Caution

There is no identified and supported way to upgrade from ISC 3.0 to ISC 4.0. To upgrade from ISC 3.0 to ISC 4.0, you *must* contact ISC Marketing, e-mail: isc-mktg@cisco.com.

Introduction

Cisco IP Solution Center, 4.0 (ISC 4.0) is a follow-on release to Cisco IP Solution Center, 3.2 (ISC 3.2), with the exceptions listed in [Cisco IP Solution Center Release Notes, 4.0](#).

This manual lists many features that are common among all the applications, which are sold and licensed separately. The applications and their respective *User Guides* reference this document for setup steps necessary before creating a policy and then a service request specific to the application.

The Full Menus Graphical User Interface (GUI), is separated into the following large sections (tabs):

- Service Inventory
- Service Design

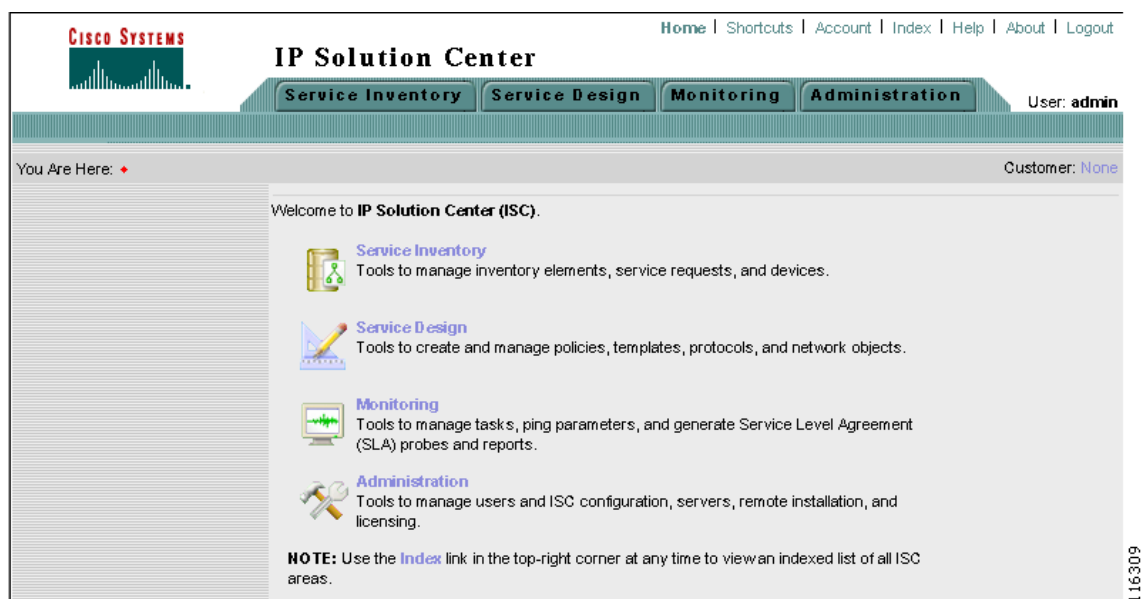
- Monitoring
- Administration

The remaining sections in this chapter explain the sections and subsections of this manual that explain the functionality available from these tabs.

Structural Overview

After you log into Cisco IP Solution Center (ISC), the first window to appear is the Home window, as shown in [Figure 1-1](#), “Home Window.”

Figure 1-1 Home Window



Note

The tabs and the choices navigating within the tabs that appear depend on the user permission, explained in [Chapter 8, “Administration”](#) (**Administration > Security > User Roles**). The choices shown in this manual are for all permissions (**admin**).

This overview includes the following sections:

- [Product Category Tabs, page 1-3](#)
- [Links, page 1-3](#)
- [Common GUI Components, page 1-6](#)

Product Category Tabs

The organization of this manual is based on the tabs shown in [Figure 1-1](#), “Home Window.” Click either the specific tab or the name in the data pane:

- **Service Inventory** An overview is given in the “Service Inventory” section on page 1-11 and detailed information is given in [Chapter 3](#), “Service Inventory > Inventory and Connection Manager,” [Chapter 4](#), “Service Inventory > Inventory and Connection Manager > Inventory Manager,” and [Chapter 5](#), “Service Inventory > Device Console.”
- **Service Design** An overview is given in the “Service Design” section on page 1-13 and detailed information is given in [Chapter 6](#), “Service Design.”
- **Monitoring** An overview is given in the “Monitoring” section on page 1-15 and detailed information is given in [Chapter 7](#), “Monitoring.”
- **Administration** An overview is given in the “Administration” section on page 1-16 and detailed information is given in [Chapter 8](#), “Administration.”

Links

In the upper right-hand corner of the Home window ([Figure 1-1](#)), additional links appear that function as follows:

- [Home](#), page 1-3
- [Shortcuts](#), page 1-3
- [Account](#), page 1-5
- [Index](#), page 1-5
- [Help](#), page 1-5
- [About](#), page 1-5
- [Logout](#), page 1-6

On the far right of the **You are Here:** line on the Home window ([Figure 1-1](#)), is the name of a Customer Context, which is explained in the “Customer” section on page 1-6.

Home

When you click **Home**, you always return to the first window to appear, as shown in [Figure 1-1](#), “Home Window.”

Shortcuts

When you click **Shortcuts**, you can define shortcuts to help quickly navigate to day to day operations. In addition, by grouping these shortcuts together into folders, you can create work flows specific to your operating environment. Shortcuts are further explained in the following steps:

-
- Step 1** After you click **Shortcuts**, you receive a window as shown in [Figure 1-2](#), “ISC Shortcuts.”

Figure 1-2 ISC Shortcuts

ShowShortcuts with Matching

Showing 1 - 5 of 5 records

#	☐	Folder Name	Shortcut Name	Description
1.	☐		test1	
2.	☐		test2	
3.	☐		test3	
4.	☒	testfolder1	testf1	
5.	☐	testfolder1	test4	

Rows per page: Go to page: of 1

- Step 2** To create a shortcut, click the **Create** button in [Figure 1-2](#) and you receive a window as shown in [Figure 1-3](#), “New ISC Shortcut.”

Figure 1-3 New ISC Shortcut

Name :

URL :

Type or paste the desired URL into the field above. If the URL is external to ISC, it must begin with "http://". Or, select an internal URL from the list below and click "Set":

Description:

Folder:

Folder Shortcut Ordering:

- test1
- test2
- test3

- Step 3** Fill in the required **Name** and **URL** (you can type in the URL, in which case if it is external to ISC, you must start the URL name with **http://**, or you can click the drop-down button and choose a path internal to ISC and then click the **Set** button) and optionally the **Description**, **Folder**, and **Folder Shortcut Ordering**. Then click **Save**.
- Step 4** You return to [Figure 1-2](#) and can repeat [Step 2](#) and [Step 3](#) to **Create** more shortcuts or you can select a shortcut to proceed to **Go**, select a shortcut to **Edit**, select one or more shortcuts to **Delete**, or select **Close**.

- Step 5** Any time you want to go directly to a URL, you can click **Shortcuts** on the **Home** page and from [Figure 1-2](#) select the shortcut of your choice and click **Go**.

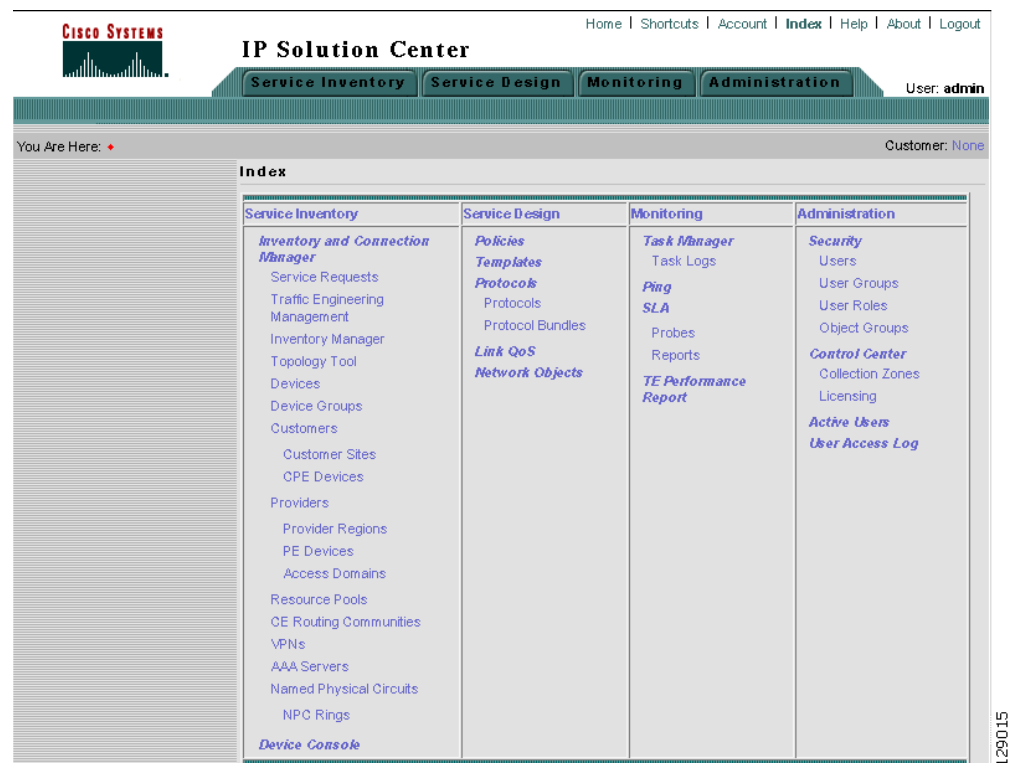
Account

When you click **Account**, you can change your password without the SysAdmin or UserAdmin privileges. This allows you to edit the user profile, including changing the password.

Index

When you click **Index**, you receive an overall picture of all choices from which you can click and jump to, as shown in [Figure 1-4](#), “Index of all Choices.”

Figure 1-4 Index of all Choices



Help

When you click **Help**, you receive a pointer to the documentation set once it is on CCO.

About

When you click **About**, you receive the product name and version.

Logout

When you click **Logout**, you log out of the product.

Customer

On the far right of the **You are Here** line of the Home page is **Customer:** followed by **None** (default) or a customer name. This is referred to as Customer Context. The advantage of Customer Context is to focus only on information for a specified customer. Set the Customer Context, as follows:

- Step 1** Click on the name after **Customer:** on the far right of the line that starts with **You are Here**. The default is **None**. The window shown in [Figure 1-5](#), “Customer Context,” appears.

Figure 1-5 Customer Context



- Step 2** Click the **Select** button and you receive a list of all the currently created customers.
- Step 3** Select the customer for which you want information and click **Save**.
- Step 4** [Figure 1-5](#), “Customer Context,” reappears with the name of the selected customer. Click **Save** or highlight the customer name and click **Clear** to reset the customer for which you want information.
- Step 5** The customer you chose now appears after **Customer:** on the Home window and it is the only customer for which information appears.
- Step 6** You can reset the Customer Context by clearing and reselecting.

Common GUI Components

GUI components that are common on many windows are as follows:

- [Filters, page 1-7](#)
- [Rows per Page, page 1-7](#)
- [Go To Page, page 1-7](#)
- [Auto Refresh, page 1-8](#)
- [Color Coding, page 1-8](#)
- [Icons, page 1-10](#)

Filters

At the top of many windows you can filter information that appears in the window. As shown in [Figure 1-6, “Example of Filtering, Rows per Page, and Changing Pages,”](#) you can click the drop-down menu for categories, then in the **matching** field enter the search criteria, using * if you wish to indicate anything will be a match (you can enter only * or you can place * before other characters, in the middle of other characters, at the end of other characters, or in multiple locations), and click **Find**. In some cases you might also have a field after the **matching** field from which you can select or enter more specifics for your **Find**.

Rows per Page

In the bottom left corner of many windows, as shown in [Figure 1-6, “Example of Filtering, Rows per Page, and Changing Pages,”](#) you can change the number of rows shown on this window in **Rows per page**. Click the drop-down menu and you can select **5, 10, 20, 30, 40**, or **All**.



Note

When you navigate **Service Inventory > Inventory and Connection Manager > Service Requests**, if the number of service requests stored in the repository exceeds 3000, then for the **Rows per page** drop-down, do *not* choose **All**.

Go To Page

In the bottom right corner of many windows, as shown in [Figure 1-6, “Example of Filtering, Rows per Page, and Changing Pages,”](#) there is **Go to page field of y**. In the *field*, you can enter the page to which you want to navigate and then click the **Go** button to get there. The *y* indicates the last page for this topic. Another way to navigate to a specific page is to use the arrows. You can click the > arrow to navigate to the next page or the furthest arrow to the right >| to navigate to the last page. You can click the < arrow to navigate to the previous page or the furthest arrow to the left |< to navigate to the first page.

Figure 1-6 Example of Filtering, Rows per Page, and Changing Pages

Devices

ShowDevices with Device Name matching * Find

Showing 1-10 of 30 records

#	☐	Device Name	Management IP Address	Type
1.	☐	abc		IE2100
2.	☐	ipsec-cpe-london-test.cisco.com	172.29.151.10	Cisco IOS Device
3.	☐	ipsec-cpe-paris-test.cisco.com	172.29.151.11	Cisco IOS Device
4.	☐	ence11	192.168.115.70	Cisco IOS Device
5.	☐	ence132	192.168.115.116	Cisco IOS Device
6.	☐	ence21	192.168.115.73	Cisco IOS Device
7.	☐	ence51	192.168.115.81	Cisco IOS Device
8.	☐	ence61	192.168.115.87	Cisco IOS Device
9.	☐	ipsec-cpe-london	66.66.66.66	Cisco IOS Device
10.	☐	ipsec-cpe-ny	55.55.55.55	Cisco IOS Device

Rows per page: 10 Go to page: 1 of 3 Go

Create Edit Delete Config E-mail

Auto Refresh

At the bottom left corner of several windows, there is a check box used to enable or disable the **Auto Refresh** feature, as shown in [Figure 1-7, “Example of Auto Refresh.”](#) Checking this box causes the screen and its data to refresh every **n** milliseconds. The amount of time between refresh cycles can be set in the DCPL property: GUI.srRefreshRate. By default, the **Auto Refresh** feature is enabled to 30000 milliseconds.

Figure 1-7 Example of Auto Refresh

Services

ShowServices with Job ID Matching * of Type IPsec Find

Showing 1 - 1 of 1 record

#	☐	Job ID	State	Type	Operation Type	Creator	Customer Name	Policy Name	Last Modified	Description
1.	☐	1	FAILED_DEPLOY	IPsec	MODIFY	admin	Cisco	Gold	1/28/04 2:08 PM	

Rows per page: 5 Go to page: 1 of 1 Go

Auto Refresh: ☒ Configure Ping Parameters

Color Coding

In the Service Request table, the Task table, and the Device table, the colors you see indicate the state of the items, as shown in [Figure 1-8, “Colors as Identifiers.”](#)

In the **Service Request** table, the states have the following colors:

- BROKEN is bright yellow
- CLOSED is no color
- DEPLOYED is bright green
- FAILED AUDIT is bright yellow
- FAILED DEPLOY is bright red
- FUNCTIONAL is bright green
- INVALID is bright red
- LOST is bright yellow
- PENDING is bright green
- REQUESTED is cream
- WAIT DEPLOYED is cream

In the **Task** table, the states have the following colors:

- ABORTED is orange
- RUNNING is bright green
- WAITING_TO_RUN is cream
- errors is bright red
- successfully is bright green
- warnings is cyan

In the **devices** table, the states have the following colors:

- device returns anything else is bright red
- device returns success is bright green
- no result from device is dark blue

Figure 1-8 Colors as Identifiers

Service Requests

Show Services with Job ID Matching " " of Type All Find

Showing 1 - 12 of 12 records

#	Job ID	State	Type	Operation Type	Creator	Customer Name	Policy Name	Last Modified	Description
1.	1	REQUESTED	QoS	ADD	user-qos	Customer1	Customer1_QoS_Policy	1/12/04 11:42 AM	
2.	2	REQUESTED	MPLS	MODIFY	user-mpls	Customer1	Customer1_MPLS_Po...	1/12/04 12:00 PM	
3.	3	FAILED_DEPLOY	MPLS	ADD	user-mpls	Customer3	CE-PE	2/13/04 4:12 PM	CE PE
4.	4	INVALID	MPLS	ADD	user-mpls	Customer3	no_ce	1/12/04 1:40 PM	No CE
5.	6	REQUESTED	L2VPN	ADD	user-l2vpn	Customer1	Customer1_L2VPN_P...	1/12/04 12:09 PM	
6.	7	FAILED_DEPLOY	Firewall	ADD	user-firewall	Customer1	Gold_fw_policy	2/19/04 11:58 AM	
7.	8	REQUESTED	IPsec	ADD	user-ipsec	Customer2	Gold	1/12/04 1:27 PM	
8.	9	REQUESTED	IPsec	ADD	user-ipsec	Customer2	Group1	1/12/04 1:31 PM	
9.	10	REQUESTED	NAT	ADD	user-nat	Customer1		1/12/04 1:35 PM	
10.	11	FAILED_DEPLOY	MPLS	ADD	admin	Customer1	MPLSforTwo-Box	2/19/04 11:58 AM	
11.	12	REQUESTED	IPsec RA	MODIFY	admin	Customer1	Group2	2/20/04 4:15 PM	
12.	14	REQUESTED	NAT	MODIFY	admin	Customer1		2/25/04 11:36 PM	

Rows per page: All Go to page: 1 of 1 Go

Auto Refresh: ☒ Create Details Edit Deploy Decommission Purge

Icons

In some windows with tables of information, icons appear to show the type of device, as shown in Figure 1-9, “Devices—Icons.”



Note

A list of possible icons can be found in Table 3-2 in the Topology Tool section of Chapter 3, “Service Inventory > Inventory and Connection Manager.”

Figure 1-9 Devices—Icons

Devices

Show Devices with Matching

Showing 1 - 54 of 54 records

#	☐	Device Name	Management IP Address	Type	Parent Device Name
1.	☐	 ipsec-cpe-london-test.cisco.com	172.29.151.10	Cisco IOS Device	
2.	☐	 ipsec-cpe-paris-test.cisco.com	172.29.151.11	Cisco IOS Device	
3.	☐	 ence11	192.168.115.70	Cisco IOS Device	
4.	☐	 ence132	192.168.115.116	Cisco IOS Device	
5.	☐	 ence21	192.168.115.73	Cisco IOS Device	
6.	☐	 ence51	192.168.115.81	Cisco IOS Device	
7.	☐	 ence61	192.168.115.87	Cisco IOS Device	
8.	☐	 ipsec-cpe-london	66.66.66.66	Cisco IOS Device	
9.	☐	 ipsec-cpe-ny	55.55.55.55	Cisco IOS Device	
10.	☐	 barnes.cisco.com	10.128.32.1	Cisco IOS Device	
11.	☐	 carson.cisco.com	10.128.32.254	Cisco IOS Device	
12.	☐	 enpe1	192.168.115.64	Cisco IOS Device	
13.	☐	 enpe12	192.168.115.55	Cisco IOS Device	
14.	☐	 enpe2	192.168.115.65	Cisco IOS Device	
15.	☐	 enpe4	192.168.115.68	Cisco IOS Device	
16.	☐	 enpe5	192.168.115.69	Cisco IOS Device	
17.	☐	 enpe6	192.168.115.95	Cisco IOS Device	
18.	☐	 enswostr1	10.200.0.3	Cisco IOS Device	

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Service Inventory

Service Inventory contains tools to manage inventory elements, service requests, and devices. This is explained in [Chapter 3, “Service Inventory > Inventory and Connection Manager,”](#) and [Chapter 5, “Service Inventory > Device Console.”](#)

From the Home window you receive upon logging in, click the **Service Inventory** tab and you receive a window as shown in [Figure 1-10, “Service Inventory Selections.”](#)

Figure 1-10 Service Inventory Selections

CISCO SYSTEMS

Home | Shortcuts | Account | Index | Help | About | Logout

IP Solution Center

Service Inventory | Service Design | Monitoring | Administration

User: admin

Inventory and Connection Manager | Device Console

You Are Here: [Service Inventory](#) Customer: None

Service Inventory

Tools to manage inventory elements, service requests, and devices.

 **Inventory and Connection Manager**
Create and manage inventory elements and Service Requests (SRs) for licensed services, and view topology maps.

 **Device Console**
Download commands and configlets to devices and view device configuration.

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The selections are as follows:

- **Inventory and Connection Manager** (explained in detail in [Chapter 3, “Service Inventory > Inventory and Connection Manager”](#))

The functions within **Inventory and Connection Manager** are shown in [Figure 1-11, “Inventory and Connection Manager Selections,”](#) and are as follows:

- **Service Requests** Create, deploy, and manage service requests (SRs). Details are explained in *User Guides*.
- **Traffic Engineering Management** Create, deploy, and manage elements of Traffic Engineering Management (explained in detail in *Cisco IP Solution Center Traffic Engineering Management User Guide, 4.0*).
- **Inventory Manager** Bulk-manage inventory elements (explained in detail in [Chapter 4, “Service Inventory > Inventory and Connection Manager > Inventory Manager”](#)).
- **Topology Tool** View topology maps.
- **Devices** Create and manage devices.
- **Device Groups** Create and manage device groups.
- **Customers** Create and manage customers.
- **Providers** Create and manage Providers.
- **Resource Pools** Create and manage pools for IP address, multicast address, route distinguisher, route target, site of origin, VC ID, and VLAN.
- **CE Routing Communities** Create and manage CE Routing Communities.
- **VPNs** Create and manage VPNs.
- **AAA Servers** Create and manage AAA Servers.
- **Named Physical Circuits** Create and manage Named Physical Circuits (NPCs).

Figure 1-11 Inventory and Connection Manager Selections



- **Device Console** Download commands and configlets to devices and view device configuration (explained in detail in [Chapter 5, “Service Inventory > Device Console”](#)).

Service Design

Service Design contains management tools for creating and managing policies, templates, protocols - **NOT SUPPORTED in this release.** -, Link QoS, and service attributes. This is explained in [Chapter 6, “Service Design.”](#)

From the Home window you receive upon logging in, click the **Service Design** tab and you receive a window as shown in [Figure 1-12, “Service Design Selections.”](#)

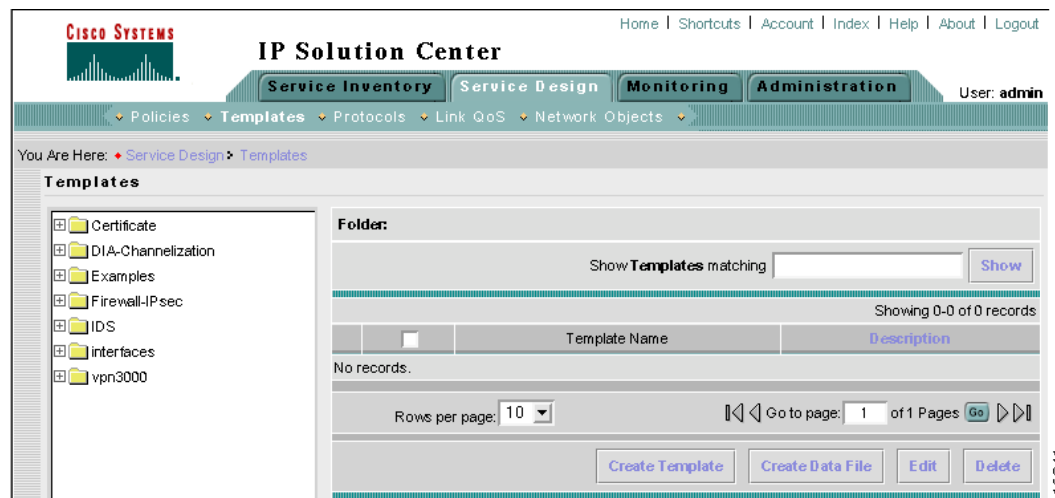
Figure 1-12 Service Design Selections



The selections are as follows:

- **Policies** Create and manage policies for licensed services. Details are explained in *User Guides*.
- **Templates** Create and manage templates and associated data. The available choices are shown in the left column of Figure 1-13, “[Templates Selections](#).”

Figure 1-13 Templates Selections



- **Protocols** Create and manage protocols and protocol bundles, currently used only by firewall policy - **NOT SUPPORTED in this release.** - . The following choices are shown in Figure 1-14, “[Protocols Selections](#)”:
 - **Protocols** Create new or manage existing protocols. - **NOT SUPPORTED in this release.** -

- **Protocol Bundles** Create new or manage existing protocol bundles. - **NOT SUPPORTED in this release.** -

Figure 1-14 Protocols Selections



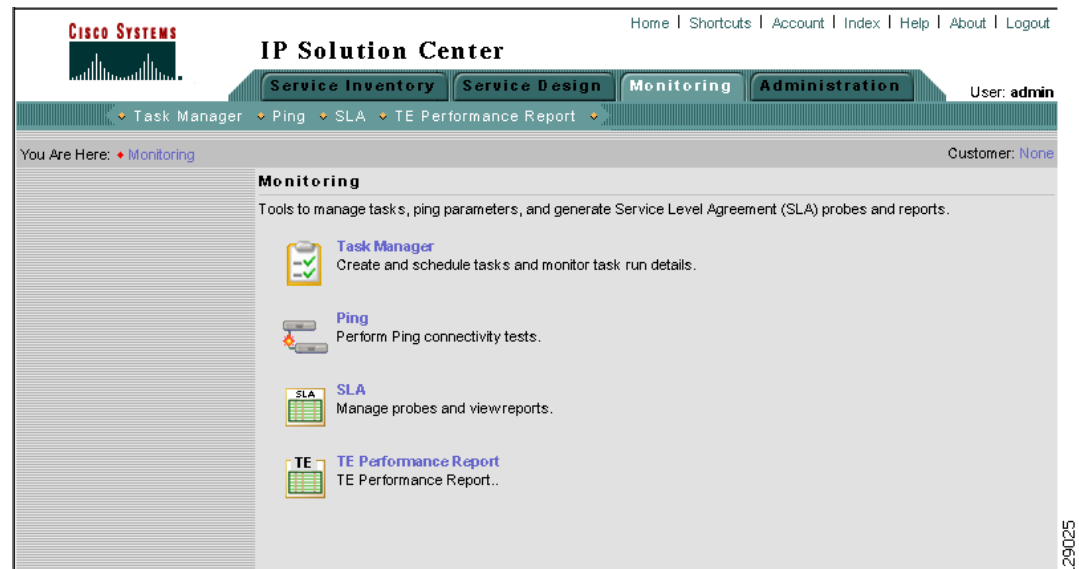
- **Link QoS** Create and manage IP Link QoS settings, currently used only by QoS.
- **Network Objects** Create and manage network objects for security services.

Monitoring

Monitoring contains tools to manage tasks, ping parameters, and Service Level Agreement (SLA) probes and reports. This is explained in [Chapter 7, “Monitoring.”](#)

From the Home window you receive upon logging in, click the **Monitoring** tab and you receive a window as shown in [Figure 1-15, “Monitoring Selections.”](#)

Figure 1-15 Monitoring Selections



The selections are as follows:

- **Task Manager** Create and schedule tasks and monitor task run details.
- **Ping** Perform Ping connectivity tests.
- **SLA** Manage probes and view reports.
- **TE Performance Report** TE Performance report.

Administration

Administration contains tools to manage users, ISC configuration, servers, remote installation, and licensing, to view users and the user access log, and to specify attributes for some messages. This is explained in detail in [Chapter 8, “Administration.”](#)

From the Home window you receive upon logging in, click the **Administration** tab and you receive a window as shown in [Figure 1-16, “Administration Selections.”](#)

Figure 1-16 Administration Selections



The selections are as follows:

- **Security** Create and manage Users, User Groups, User Roles, and Object Groups. The following choices are shown in [Figure 1-17, “Security Selections”](#):
 - **Users** Create and manage Users to also access Inventory Manager, Topology, and Northbound API.
 - **User Groups** Create and manage User Groups. A Group is used to combine the privileges of all the roles contained within it.
 - **User Roles** Create and manage User Roles, which define a set of permissions.

- **Object Groups** Create and manage a group of objects, such as devices, interfaces, and named physical circuits.

Figure 1-17 Security Selections



- **Control Center** Manage ISC configuration, servers, remote installation, and licensing. The following choices are shown in the left column of [Figure 1-18, “Control Center Selections”](#):
 - **Hosts**

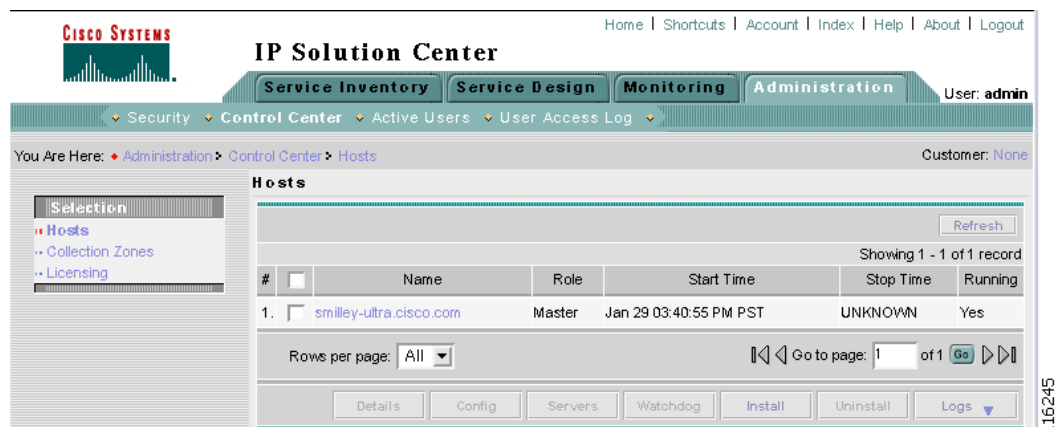


Note

From **Hosts**, you can choose **Install**. You can remotely install a Processing Server, Collection Server, or Interface Server. In this Remote Install, you *must* accept the default values, similar to the **express** install. If you want to do a **custom** install, this is only available through the Installation procedure explained in *Cisco IP Solution Center Installation Guide*.

- **Collection Zones**
- **Licensing**

Figure 1-18 Control Center Selections



- **Active Users** View users currently connected to ISC. Disconnect users.
- **User Access Log** View the user access log.
- **Manage TIBCO Rendezvous** Specify attributes for proper messaging among all Java™ Web Start distributed applications.